Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: West Branch Community ELC-Kids Club **Enrollment:** 36 **License ID:** 21214

Street: 225 North Maple Street **City:** West Branch **IA** **Zip Code:** 52358 **County:** Cedar

Mailing Address: 400 W Orange St

Mailing City: West Branch **IA** **Zip Code:** 52358

Director's Name: Joanna Carter **Center Phone Number:** 319-643-7447

On-Site Supervisors: N/A **E-Mail Address:** jcarter@west-branch.k12.ia.us

Date of Complaint: 08-26-2026 **Date of Visit:** 08-27-2026

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[ ] PROVISIONAL license from **to**

[ ] SUSPENSION of License

[ ] REVOCATION of License

Complaint Details:

Did this complaint result in a serious injury? ☐ Yes ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

A staff member allowed a five-year-old child and a seven-year-old child to walk home.

Licensing Rules Relevant to the Complaint:

109.9(2)a-c All files contain sufficient information to allow the center to contact the parent or emergency contact at any time child is in center's care as well as who can pick up the child as authorized by the parent.

109.10(13)a The center shall have written emergency plans and diagrams for responding to fire, tornado, flood, and plans responding to intoxicated parents and lost or abducted children.Emergency plans shall include written procedures including plans for:Evacuation to safely leave the facility.Relocation to a common, safe location after evacuation.Shelter in place to take immediate shelter when the current location is unsafe to leave due to the emergency issue.Lock down to protect children and providers from an external situation.Communication and reunification with parents or other adults responsible for the children, which includes emergency telephone numbers.Continuity of operations.To address the individual children, including those with functional or access needs.

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

Iowa Department of Human Services

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On 8/27/2026 this worker and HHS worker Jennie Clemens arrived at the childcare center. The following is based upon a face-to-face interview with the director, Marty Jimmerson (Central Office Superintendent) and staff. Review of administrative items and observations while on-site.

A staff member did allow a five-year-old child and a seven-year-old child to walk home. The staff member did not have parental permission, did not confirm with the school that they had authorization to walk home, and did not know where the children lived. The children have never been allowed to leave the center without an adult prior to this date. The children were left unsupervised for approximately two hours. They were 1.1 miles away from home. Careful supervision was not provided and face to name checks were not completed.

109.9(2)a-c. All files contain sufficient information to allow the center to contact the parent or emergency contact at any time child is in center's care as well as who can pick up the child as authorized by the parent. VIOLATED.
-This was in the children's files; however, the staff member chose to violate it and allow the children to walk home.

109.10(13) a. The center shall have written emergency plans and diagrams for responding to fire, tornado, flood, and plans responding to intoxicated parents and lost or abducted children. VIOLATED.
-The children were missing for two hours. The center staff did not report this as per policy.

109.10(14) a. The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. VIOLATED.
-Center staff did not provide careful supervision. Face to Name Checks were completed inaccurately. Two children were unaccounted for approximately two hours.

Special Notes and Action Required:

The director (Joanna), school superintendent (Marty), CCR&R (Lorri) and CCNC (Lorna) worked closely to develop the plan below:
-Joanna possibly would have access to the cameras in the Kids Club areas. Mr. Jimmerson working with IT to see how that would work. Joanna may have to go to the central office to see the video.
-Stop signs will be placed on all the exit doors
-Possibly putting an expandable gate in front of 3 of the 5 exit doors. Mr. Jimmerson will check with the Fire Marshal to see if that is allowable.
-An additional Ipad will be obtained for Kids Club to assist with check-in/check-out procedures and name-to-face recognition.
-Have smaller group sizes (split into 2 groups and staff 1 to 15). Half of group outside, half inside and rotate.
-Using the lanyard method and each teacher has an assigned group
-Staff training and education will be increased. Kids Club staff will complete the Penn State Better Kid Care Supervision Training.
-Joanna and her assistant to make random on-site visits during Kids Club hours daily.
-Lorri provided Joanna with the Head Start Supervision handout for Joanna to review and consideration.
-Lorri and Lorna will visit on Monday, Sept. 21st to observe Kids Club with Joanna.
-Lorri will provide coaching to staff on active supervision.

-This worker ordered lanyards for them. If they need additional lanyards they can be found at:
https://orders.gpo.gov/formOrders.aspx?Appid=70&login=0

-Face to name procedures can be found at:
https://www.childcareawareky.org/wpcontent/uploads/2025/07/Name-to-Face-Tip-Sheet-pdf.pdf

-Supervision posters can also be a helpful reminder to staff:
https://headstart.gov/sites/default/files/pdf/active-supervision.pdf
https://headstart.gov/sites/default/files/pdf/active-supervision-handout.pdf
https://headstart.gov/sites/default/files/pdf/active-supervision-poster.pdf
https://www.thesilverlining.com/safety-tips/effective-playground-supervision

Consultant's Signature:

Heidi Brown

Date:

10-09-2026